

7 November 2022

Elijah Hill
Reporter
Stuff
elijah.hill@stuff.co.nz

REF: OIA-11271

Dear Elijah

Request made under the Official Information Act 1982

Thank you for your email of 20 October 2022 requesting the following information under the Official Information Act 1982 (the Act):

I'd like to get a breakdown on the cause of the 127 compensation complaints recorded in Taranaki for the year up to October 7.

Please note that the "cause of damage" is not readily available. All requests for compensation are logged in the Customer Relation Management System (CRMS) with a 'free type' field option to enter the subject. To respond to your request, Waka Kotahi NZ Transport Agency manually reviewed each of the 127 compensation requests in Taranaki along with their associated files and attachments to identify the reason for the compensation request.

The information you requested has been provided in the following table:

Description	Total
Potholes (mostly damage to tyres, rims)	70
Loose chip/stones from roadworks resealing (mostly damage to windscreen, paintwork)	37
Tar or chips sticking to vehicles	9
Road edge break (damage to tyre and rim)	1
Crash into barrier caused by water on road	1
Crash with large rock from rockfall in lane	1
Duplicates/same customer issue	3
Damage to property	4
General complaint about response to others' compensation requests	1
	127

As shown above, of the 127 compensation requests recorded in CRMS:

- four were related to damage to properties rather than vehicles
- three were duplication of other requests from the same complainant
- one was a general complaint rather than a request for compensation

Therefore, I would like to correct the previous figure and confirm that there was a total of 119, not 127, requests for compensation for damage to vehicles in Taranaki for the period of 1 January to 7 October 2022.

I trust this fulfils your request. In line with Waka Kotahi policy, this response will soon be published on our website. Should you wish to discuss this reply with Waka Kotahi, please contact Andy Knackstedt, Senior Media Manager, by email to andrew.knackstedt@nzta.govt.nz.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Neil Walker', with a long horizontal flourish extending to the right.

Neil Walker

National Manager Maintenance and Operations